

August 1, 2002

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

Re: Ultratec's Petition on CapTel - Docket 98-67

As a person who has experienced CapTel, I am sending these comments to support Ultratec's petition to the FCC on the offering of CapTel service. I have had the opportunity to experience CapTel calls, and can tell you first hand the impact it has made on my ability to use the telephone.

Currently, I am still learning the CapTel service. Of the few times that I have made calls... it has been interesting. As time goes by, I believe I will enjoy having this type of service. Talked with a friend of mine, and he was flabbergasted that we would almost have a real conversation between us. He didn't like the fact that he had to talk to a third person when we were talking on the Federal Relay, and also when I used the VCO service even though the CapTel is also through a third person but doesn't speak to that person.

I want to learn how to talk on the CapTel and get comfortable before I use it at work. My wife tells me that I tend to speak louder than normal due to my deafness. So I have to learn how to control my voice before I use it at work.

I would love for this CapTel Service become permanent. I have one minor complaint... I believe the FEDERAL RELAY SERVICE is the best there is out there compared to the Louisiana Relay Service, which is LOUSY!!!!!!

In closing, CapTel should be recognized by the FCC as a reimbursable TRS service.

Sincerely,

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